

Nicor Gas Company

Rider 29 - Energy Efficiency Plan

Statement of Activity

Plan Period June 1, 2009 – June 30, 2010

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I. Executive Overview

Northern Illinois Gas Company's d/b/a Nicor Gas Company ("Nicor Gas") Rider 29 Energy Efficiency Plan (EEP) expenditures in this exhibit cover expenses for the Plan Period June 1, 2009 thru June 30, 2010.

Wisconsin Energy Conservation Corporation (WECC) was competitively selected by the EPI Board to administer the EEP on behalf of Nicor. WECC prepared an Operating Plan that contained a portfolio of 5 programs and a diverse set of energy savings measures for the EEP. These programs were offered to customers beginning in May, 2010.

II. Description of Programs Implemented

The programs included in the Nicor EEP portfolio with the program descriptions and forecasts for these programs are described in this section. The dates the programs were launched to customers are noted below:

1. Residential Prescriptive (May, 2010)
2. Low/Moderate Income Weatherization (Not launched as of June 30, 2010)
3. Home Retrofit Assessment and Install (June, 2010)
4. Elementary Energy Education (Not launched as of June 30, 2010)
5. Multi-family (June, 2010)
6. Business Prescriptive (May, 2010)
7. Custom Business (May, 2010)

a. Residential Prescriptive

The HVAC and Water Heating program will affect the purchase and installation of high-efficiency space heating and water-heating technologies through a combination of market push and pull strategies. This will stimulate demand, while simultaneously increasing market provider investment in stocking and promoting high-efficiency products.

The program will promote high-efficiency natural gas using a tiered approach:

	Efficiency	
Furnaces	92% AFUE	95%+ AFUE
Boilers	90% AFUE	95%+ AFUE
Hot Water Heaters (Residential)	.62 EF*	.67+ EF

* No incentive provided after 9/1/2010

Mail-in incentive applications will be available at the point-of-sale from installation contractors, retail stores, and wholesale suppliers selling qualifying equipment. Customers will be offered the option of an instant rebate by applying the rebate to the contractor's invoice. The customer must sign an agreement to allow the contractor to receive the rebate.

Key elements of the implementation strategy include:

- ***Contractor recruitment, education, and outreach.*** Implementer will utilize field representatives (i.e., trade ally representatives) to facilitate the recruitment of HVAC contractors and retail do-it-yourself stores to participate in the program. The field representatives will maintain regular contact with participating contractors.
- ***Application processing:*** Implementer will coordinate processing of all rebate applications, verification of eligibility, and prompt payment (target is to mail 95% of the incentive checks within 14 days of when the applications are received) to contractors/customers.
- ***Program Operations.*** All program-specific administrative requirements will be handled by Implementer including:
 - Development and placement of marketing materials and advertising.
 - Trade ally outreach, recruitment, and training.
 - Trade ally and customer relations and first level problem resolution.
 - Product eligibility knowledge and communication.
 - Monthly Reporting (progress to goals, customer issues/resolution, trade ally outreach, and issues).

- Maintain and manage operational database for reporting.
- Coordination of all educational services.

Key elements of the marketing strategy include:

- Annual mailings including incentive claim forms and other collateral materials to HVAC contractors and retailers.
- Online (i.e. Web site) accessibility of rebate applications and program information.
- Distribution of collateral materials to retailers and HVAC contractors through field representatives.
- Direct consumer marketing through the Web site, press releases, bill inserts, and mass media advertising designed to raise awareness of incentive offers.

A limited amount of mass media advertising (i.e. print and radio) may be used to promote the availability of incentives and benefits associated with targeted products.

Incentive Levels and Participation Plan

Measure	Efficiency Standard	Incentive	Annual Gross Savings (Therms)
Furnace	92%-94.9% AFUE	\$200	144
Furnace	95%+ AFUE	\$250	178
Water Heater	.62 EF	\$50	19
Water Heater	.67 EF	\$100	37
Boiler	90%-94.9% AFUE	\$350	103
Boiler	95% AFUE+	\$400	161

Measure	Forecasted Participation	Forecasted Incentive Cost
92%-94.9% AFUE Furnace	12,060	\$2,412,000
95%+ AFUE Furnace	8,041	\$2,010,250
.62 EF Water Heater	1,739	\$86,950
.67 EF Water Heater (new standard 9/1/10)	261	\$26,100
90% - 94.9% AFUE Boiler	141	\$49,350
95%+ AFUE Boiler	35	\$14,000

b. Low/Moderate Income Weatherization

The program will weatherize approximately 200 homes and replace approximately 100 furnaces of Nicor Gas' natural gas customers with household incomes between 200% and 300% of the federal poverty guidelines. This program will be run with the cooperation of the Illinois Association of Community Action Agencies (IACAA). The IACAA will contract local Community Action Agencies (CAA) to recruit customers, conduct assessments, and manage the installation of weatherization improvements. The goal is to reduce the average participants' natural gas consumption by more than 20% through installation of weatherization materials and low-flow water related measures.

Homeowners will be asked to pay for 10% of the weatherization improvements and 20% of the furnace repair/replacement. The program will also install a 92% condensing furnace for those homes in need of a furnace replacement as defined by the Federal guidelines for low-income weatherization programs. Nicor Gas' funding will focus on shell measures and furnace replacements with an average job cost of less than \$6,500 per home, not including agency administrative fees or administrator's costs.

The scope of services, will follow the *Illinois Home Weatherization Assistance Operations Manual* and generally includes the following:

- Health and safety measures to verify that combustion appliances are in safe operating condition. Units may be repaired or replaced as indicated.
- Blower-door directed air sealing of major shell leaks, bypasses, and leaks in ductwork.
- Install pipe insulation.
- Install (1) low-flow showerhead (1.5 GPM), (1) kitchen faucet aerator (1.5 GPM), and (1) bathroom faucet aerator (1.0 GPM).
- Insulate attics with existing R-19 insulation or less, up to R-38.
- Insulate heating/cooling ducts that are outside the thermal boundary.
- Insulate walls using high-density tube-in approaches where insulation is not present.
- Insulate box sills to R-19.
- Install foundation insulation.
- Complete other approved repairs or minor air sealing.
- Install bath/kitchen fans when required.
- Repair windows and doors.
- Replace missing or irreparable windows and doors with prior approval.
- Clean, tune, repair, or replace heating systems, including repairing disconnected ductwork in unconditioned space.
- Complete in-home customer education.

The program will target consumers who do not qualify for traditional Low-Income Heating Assistance and Weatherization Assistance.

Savings Levels and Participation Plan

	Gross Savings Per Home (Therms)	Gas Savings Total All Homes (Therms)
Furnace Replacements for 50% of homes weatherized	144	14,544
Retrofits	250	50,750

Measure	Forecasted Participation	Forecasted Incentive Cost
Furnace Replacement	101	\$235,734
Retrofits	203	\$532,875

c. Home Retrofit Assessment and Install

The objective of the Home Retrofit Assessment and Install program is to produce long-term, cost-effective natural gas savings by helping customers analyze their energy use, recommending appropriate weatherization measures, and facilitating installation. Customers will receive significant financial incentives to implement a comprehensive package of building shell improvements with the goal of reducing the average participants' natural gas consumption by 300 therms/household (25%). A total of 600 homes will be weatherized. This program will be implemented in collaboration with Commonwealth Edison (ComEd), resulting in cost savings for Nicor Gas ratepayers.

Key program design objectives include:

- Helping customers identify opportunities to reduce their energy use.
- Maximizing cost-effective savings via effective targeting of customers/measures.
- Minimizing lost opportunities by affecting comprehensive improvements.
- Improving health and safety within each customer's home.
- Minimizing administrative and delivery costs through efficient processes.
- Maximizing customer satisfaction via quality of service and value proposition.
- Leveraging and developing local resources such as assessors and installers.
- Leveraging opportunities for collaboration with community organizations and municipalities that have secured Federal Energy Efficiency Community Block Grant (EECBG) for home weatherization.
- Facilitating continuous improvement through feedback and data collection.
- Facilitating coordination among utilities to minimize costs.

Home energy audit programs have become an increasingly popular method of stimulating the demand for building envelope improvements resulting in natural gas savings. Due to the significant opportunities for energy savings, this program is using a four-phase approach designed to cultivate customer interest, awareness, and action.

Phase 1: Targeting of High-Use (High-Opportunity) Homes

Through the targeting process, as discussed in the section below, this program plans to target:

- Housing built prior to implementation of building energy codes, generally 1960.
- Housing with above median gas consumption (generally more than 1,200 therms/year).
- Household incomes that do not qualify for low-income weatherization services or the Nicor Gas Low/Moderate Income Weatherization Program (i.e. over 300% of the Federal Poverty Guidelines). Customers eligible for the Low/Moderate Income Weatherization program will be targeted under that program.
- Targeted geography to reduce travel time and expense between homes receiving audits and those undergoing improvements.

Consumers in targeted geographies will be recruited via various marketing outreach efforts, primarily via a direct-mail campaign, encouraging their participation in the on-site audit.

Phase 2: On-site Home Energy Audit

The purpose of the On-site Home Energy Audit is to:

1. Accurately inventory and qualify cost-effective energy-savings opportunities.
2. Educate customers about energy-efficient behaviors and home improvements.
3. Assist in developing an appropriate plan of action for improvements.
4. Secure agreement to implement comprehensive home improvements.
5. Directly install low-cost natural gas saving measures.
6. Directly install up to 10 compact florescent light bulbs (CFLs).
7. Collect data for subsequent marketing to those who do not initially implement.
8. Collect data for use in improving targeting of marketing activities.
9. Collect data to assess the achievable savings potential in existing homes.
10. Provide customers with information regarding Nicor Gas' Prescriptive Rebates for high-efficiency gas furnaces, boilers and water heaters.

Customers will be asked to contribute \$50 towards the cost of the on-site audit. The \$50 contribution will serve to screen out customers who are neither motivated, nor in a position to fund their portion of the cost of improvements. The auditor will directly install appropriate low-cost measures including water-saving devices—such as showerheads and faucet aerators. These low-flow direct installation measures will be provided free. The strategy is to ensure some level of savings is realized in every single home receiving a home energy audit. The customer must agree to the installation of these low-cost measures to qualify for the audit.

The on-site audits will be performed by the implementation contractor, Thermo-Scan Inspections (TSI). TSI and WECC will also develop marketing materials and communication plans subject to approval by Nicor Gas. While in the home, the auditor will collect data for use in qualifying cost-effective energy efficiency improvements using a software tool developed by WECC that streamlines the audit process, provides the customer with a report detailing the energy saving opportunities, and provides a proposal to complete the improvements. The product of the home audit is a proposal that will include the following:

1. The package of recommended improvements.
2. The total cost to implement all the improvements.
3. Nicor Gas' contribution toward the cost of all the recommendations.
4. Out-of-pocket expenses to the homeowner after incentives are applied.
5. Estimated payback horizon relative to the customer's investment.

Phase 3: Implementation of Improvements

The purpose of the Implementation component is to:

1. Provide customers with access to no-hassle, turnkey installation services.
2. Maximize energy savings through contractor training and quality assurance.
3. Minimize costs via economies-of-scale and project cost controls

Customers will be offered a significant incentive, totaling 50% (up to \$1,250) of the cost to purchase and install a comprehensive package of cost-effective building shell measures, subject to cost controls and verification. Customers will be required to implement the entire package of recommended cost-effective shell measures to receive the incentive, and may not choose to implement only specific items within the package. The incentive offer will be limited to shell measures, as equipment such as furnaces, thermostats, and water heaters are not cost-effective to address outside the prescriptive incentive offer. Customers will, however, be alerted if they might benefit from replacing these items and referred to the prescriptive incentive offer. Requiring customers to implement a comprehensive package of shell measures will minimize lost energy-savings opportunities by capturing all major savings opportunities while in each home. In addition, this method serves as justification for larger incentives, beyond that offered in conjunction with prescriptive incentive programs, due to the relatively large initial investment by the customer. In order to control the project budget, customers interested in implementing the measure package will be accepted on a first-come, first-served basis.

Pre-qualified captive contractors will be selected through a competitive bid process based on their level of expertise, references, and individual price for specified improvements. Pre-qualified contractors will be provided with training on installation best practices prescribed by the energy efficiency program in order to maximize energy savings and address potential health, safety, and home durability issues, as well as to ensure quality customer service. Further, all installation contractors will be subject to quality assurance inspections to verify they are conforming to program requirements.

Phase 4: Follow-Up Marketing

Measures not immediately implemented will be tracked and the data will be considered for use for hyper-accurate targeting of future promotional efforts. For example, WECC may provide information about existing aging and inefficient furnaces to the prescriptive residential implementation contractor for use in a direct mail campaign, including a letter that is periodically sent to customers reminding them of the additional energy costs incurred because of not implementing specific improvement(s).

Incentive Levels and Participation Plan

Measure	Incentive	Annual Gross Savings (Therms)
Water Saving Devices	\$10	60
Retrofits	\$1,250	300

Measure	Forecasted Participation	Forecasted Incentive Cost
Assessments	2,000	\$20,000
Retrofits	600	\$750,000

d. Elementary Energy Education

The Elementary Energy Education Program is designed to influence fifth grade students and their families to take actions to reduce home energy use and increase efficiency. The program will supply educators with prepackaged curriculum and training, provide families with an energy efficiency kit, and document the resulting natural gas energy savings.

The implementation contractor, National Energy Foundation (NEF), will work with the public school districts and large parochial schools to introduce the program to schools throughout Nicor Gas' service territory.

Providing energy education to students is another way to influence families' energy behaviors. The program will target up to 5,000 students in fifth grade, providing education and a take-home kit that raises awareness about how individual actions and low-cost measures can provide significant reductions in natural gas and water consumption. The take-home kit includes:

- Premium Oxygenic high-efficiency showerhead (2.0 gpm)
- Shower timer
- Kitchen aerator (1.5 gpm)
- Bathroom faucet aerator (1.0 gpm)
- Refrigerator thermometer
- Flow rate test bag
- Digital water temperature thermometer
- Fun Facts Slide Chart
- Scratch 'n sniff mercaptan (natural gas odorant) stickers
- Custom-branded Kit Box

All educational materials and take-home efficiency kits will be free of charge.

Incentive Levels and Participation Plan

Measure	Incentive	Annual Gross Savings (Therms)
Kits	\$44	14

Measure	Forecasted Participation	Forecasted Incentive Cost
Kits	5,000	\$220,000

e. Multi-family

The objective of this program is to produce immediate natural gas energy savings in multi-family buildings through the direct installation of water-saving measures in individual living units at no cost to the property owner or occupant. 75% of the units will be master metered apartments (served on Rate 4- General Service) and 25% will be individually metered (served on Rate 1-Residential Service). This program will be implemented in collaboration with ComEd, resulting in cost savings for Nicor Gas ratepayers. The target market includes property owners of multi-family buildings, both apartments and condominiums.

The Multi-family Program offers property owners a turnkey service for reducing energy and water use in master-metered living units (i.e., commercial), as well as helping residents reduce energy use in individually metered units. Property owners/managers will be given the opportunity to participate in one or both components of the program as follows:

Direct install of in-unit measures. Property owners will be offered a free direct install service for reducing in-unit energy use. A crew of installers will install water-saving devices, including (1) kitchen aerator at 1.5 GPM, (1) bath aerator at 1.0 GPM, and (1) showerhead at 1.5 GPM. Additional bath aerators and showerheads may be installed if the fixtures are present and acceptable. Given that this is traditionally a hard-to-reach market, the low-cost measures such as low-flow water devices will be directly installed free of charge to the property owner and tenants. The installers will also install up to six CFLs in each unit under a separate contract with ComEd.

Direct install of common area efficiency measures. Property owners will be directed to the Business Prescriptive program to install boiler controls and steam traps, and tune-up boilers in centrally heated buildings.

Incentive Levels and Participation Plan

Measure	Incentive	Annual Gross Savings (Therms)
Residential multi-family direct install	\$7	60
General service multi-family direct install	\$7	75
Measure	Forecasted Participation	Forecasted Incentive Cost
Residential multi-family direct install	7,500	\$52,500
General service multi-family direct install	22,500	\$157,500

f. Business Prescriptive

There are three primary objectives for the Business Prescriptive Program:

- Increase the market share of commercial-grade high-efficiency technologies sold through market channels.
- Increase the installation rate of high-efficiency technologies in business facilities by businesses that would not have done so in the absence of the program.
- Improve operating energy efficiency of existing long-life equipment to ensure peak operating efficiency for business customers.

All Rate 4 and Rate 74 business customers are eligible to participate in this prescriptive rebate program when they purchase qualifying equipment or services. This is a prescriptive rebate program offered to customers for the purpose of self-participation for installing energy efficiency equipment. The program design includes specific measures that have predetermined savings and specific incentive levels. Prescriptive forms will be completed by the customers on projects that have occurred with or without the assistance of an implementation contractor.

The Business Prescriptive program will strive to increase demand by educating business customers (secondary target after HVAC contractors and distributors) about the energy- and money- saving benefits associated with efficient products and equipping trade allies to communicate those benefits directly to their customers. To address the first-cost barrier for customers, the program will utilize financial incentives (i.e. cash-back, mail-in rebates) typically averaging 25-50% of the incremental cost of purchasing qualifying technologies.

The Business Prescriptive program also will address business customers who would benefit from a tune-up and other corrective actions to increase the efficiency of existing equipment (i.e. space heating, and process loads) and improve its operational performance. This includes items specifically related to boiler tune-ups, failed steam trap repair/replacement, and the addition of reset or modulating controls to improve efficiency. Trade allies will also educate customers about the importance and benefits of equipment maintenance.

Program operations will be conducted by an implementation vendor, Resources Solutions Group (RSG) and include:

- Marketing strategy and materials (with oversight from WECC and coordination with Nicor Gas).
- Trade ally outreach, recruitment and training.
- Trade ally and customer relations and first-level problem resolution.
- Product eligibility knowledge and communication.
- Reporting to Program administrator and Nicor (progress on goals, customer issues/resolution, trade ally outreach, and issues).

- Maintain and manage operational database for reporting to WECC.
- Energy tracking database for uploading to WECC and reporting to Nicor by WECC.
- Processing prescriptive incentive applications.

Incentive Levels and Participation Plan

Measure	Efficiency Standard	Incentive	Annual Gross Savings (Therms)
Furnace	92-94.9% AFUE	\$200	270
Furnace	95% + AFUE	\$250	321
Water Heater	.62 EF *	\$50	51
Water Heater	.67 EF	\$100	148
Boiler	85-90% thermal efficiency	\$2,000	1,450
Boiler	90%+ thermal efficiency	\$4,000	2,900
Boiler	Tune-up	\$350	303
Boiler reset control	Retrofit	\$250	867
Water heater	88% TE	\$150	251
Sprayer	Low flow pre-rinse	\$25	527
Steam Trap	Replacement	\$50	203
Measure	Forecasted Participation	Forecasted Incentive Cost	
Furnace (92%)	544	\$108,800	
Furnace (95%)	362	\$90,500	
Water Heater (.62) *	215	\$10,750	
Water Heater (.67)	32	\$3,200	
Boiler 85% to 90%	156	\$312,000	
Boiler 90%+	38	\$152,000	
Boiler Tune up	1,104	\$386,400	
Boiler reset control	35	\$8,750	
Water heater	172	\$25,800	
Low Flow Sprayer	390	\$9,750	
Steam Trap	1,403	\$70,150	

* Not offered after 9/1/2010

g. Custom Business

The objective of the Custom Business Program is to influence business customers through cash incentives to elect and install high-efficiency measures not addressed through the Business Prescriptive Program when considering equipment retrofits or other energy-saving improvements.

Emphasis will be placed on targeting large customers whose operations could most benefit from a custom approach. Direct customer outreach will target decision makers within the customer's organization, including energy managers, facility managers, financial and operations managers, chief engineers and facility/property managers, maintenance supervisors, and building operators.

Initial target markets may include:

- Large manufacturing facilities
- Hospitals
- Schools
- Lodging/hospitality industry

RSG will work with customers and trade allies on prospective projects to help complete custom engineering calculations that assess the energy-savings potential, payback horizon, project eligibility, and incentive amounts. If the project qualifies, RSG will issue an approval letter accepting the project and ask the customer to complete the application form. The customer will have 30 days to sign an application to request funding. Upon receipt of the application by RSG, the customer will have 90 days to complete the project to qualify for reimbursement. RSG will approve project(s), referencing the original project scope, depending on investment availability within the program year. Once projects are completed, RSG will assist the customer in finalizing the rebate application. RSG will ensure that all relevant documentation is provided supporting recommended high-efficiency equipment and will process incentive claims for payment. It is expected that most projects applying for a custom incentive will receive a pre-installation site visit to verify existing conditions. Onsite inspections for all customers receiving an incentive will be made.

As needed, expanded technical support may be offered to assist customers to increase participation. Expanded support may offer the following services to help customers evaluate comprehensive energy-efficiency opportunities:

- Co-funding comprehensive audits, designing projects or studies to assist customers in identifying efficiency opportunities and analyzing associated costs and savings, with potential reimbursement of costs if identified projects are implemented (i.e. 50% of study cost funded with reimbursement tied to minimum savings implementation of project recommendations up to a maximum funding limit).

- Assistance in specifying projects and preparing bid requests.
- Assistance securing other available funding and services supporting an energy-efficient project installation.

Incentive Strategy

The Custom Business Program will use the following criteria for offering financial incentives:

- Award incentives based on energy savings on a per therm basis for installed measures not covered in the Business Prescriptive Program.
- The incentive amount will be calculated case by case for qualifying equipment or processes. The following criteria will be used to determine incentive amounts:
 - Natural gas incentives (Projects <7,500 therms): \$0.75/therm
 - Natural gas incentives (Projects >7,500 therms): \$1.00/therm
 - Maximum project incentive: \$100,000/year
 - Maximum customer incentive: \$100,000/year
 - Minimum project payback: 1.0 years
 - Maximum % of total project cost: 30%

Participation Plan

Measure	Forecasted Participation	Forecasted Incentive Cost
>7,500 therms	34	\$340,000
<7,500 therms	23	\$34,500

III. Program Administration

Wisconsin Energy Conservation Corporation (WECC) is managing Nicor Gas' Rider 29-Energy Efficiency Plan programs. Implementation contractors have been selected for each of the Energy Efficiency programs.

Residential Prescriptive:	Resource Solutions Group (RSG)
Low-Moderate Income Weatherization	Illinois Community Action Agencies
Home Retrofit Assessment and Install	Thermo-Scan Inspections (TSI)
Multi-Family	Honeywell Utility Solutions (HUS)
	Water & Energy Solutions (WES)
Elementary Energy Education	National Energy Foundation (NEF)
Business Prescriptive	Resource Solutions Group (RSG)
Business Custom	Resource Solutions Group (RSG)

Monthly reporting from each vendor is provided to WECC and consolidated for reporting to Nicor Gas.

Customer/Contractor Communications

- **Trade ally outreach** is coordinated by RSG. A list of over 2,600 contractors has been generated and is being used to communicate with these vendors utilizing many different communication channels.
- **The Nicor Gas rebate website** www.Nicorgasrebates.com was launched on May 1, 2010 along with the announcement of the new Energy Efficiency programs. The website includes sections for Residential Customers, Business Customers, Residential Contractors and Business Contractors. The website also includes major components in Spanish.
- **The Nicor Gas Energy Efficiency Call Center** was established on May 3, 2010 with a direct toll-free 800 number. This outsourced Call Center received 1,400 phone calls in the first two months of operation.
- **Nicor Gas Utility Bill Insert announcing the Energy Efficiency Program** was provided to all customers in their utility bills in May 2010.
- **Applications for Rebates:** Customers have three options to receive a rebate:
 1. Apply online
 2. Print out the rebate application, complete and mail in; or

3. Instant Discount: Contractors can give customers instant discounts on qualifying purchases of eligible products. In this case the contractor submits the rebate application for payment.

Rebates checks are issued generally within 2-3 weeks following receipt of a complete incentive application.

Nicor Gas Rider 29 - Energy Efficiency Plan Invoiced Expenses and Measures Through June 2010									
	Customer Participation			Net Annual Therms Saved (Deemed)			Costs		
	Residential Rate 1	Non-Res Rates 4 & 74	Total	Residential Rate 1	Non-Res Rates 4 & 74	Total	Residential Rate 1	Non-Res Rates 4 & 74	Total
Residential Prescriptive									
High Efficiency Boilers >= 90% AFUE	3		3	232		232	\$ 1,050.00		\$ 1,050.00
High Efficiency Boilers >= 95% AFUE	5		5	725		725	\$ 2,000.00		\$ 2,000.00
High Efficiency Furnace >= 92% AFUE	91		91	6,552		6,552	\$ 18,200.00		\$ 18,200.00
High Efficiency Furnace >= 95% AFUE	813		813	72,357		72,357	\$ 203,250.00		\$ 203,250.00
Storage Water Heater >= .62 EF	50		50	713		713	\$ 2,500.00		\$ 2,500.00
Storage Water Heater >= .67 EF	4		4	111		111	\$ 400.00		\$ 400.00
Total Incentive Costs	966		966	80,690		80,690	\$ 227,400.00		\$ 227,400.00
Program Development and Mgmt							\$ 156,553.69		\$ 156,553.69
Total Program Costs							\$ 383,953.69		\$ 383,953.69
Low/Moderate Income Weatherization									
Home Retrofit									
Incentives	19		19	718		718	\$ 190.00		\$ 190.00
Program Development and Mgmt							\$ 50,534.26		\$ 50,534.26
Total Program Costs							\$ 50,724.26		\$ 50,724.26
Elementary Energy Education							\$ 55,000.00		\$ 55,000.00
Multi Family									
Incentives	990	1,705	2,695	54,013	123,252	177,265	\$ 5,264.73	\$ 15,794.17	\$ 21,058.90
Program Development and Mgmt							\$ 31,684.35	\$ 95,053.05	\$ 126,737.40
Total Program Costs							\$ 36,949.08	\$ 110,847.22	\$ 147,796.30
Business Prescriptive								\$ 177,356.93	\$ 177,356.93
Custom Business									
Umbrella Marketing							\$ 8,777.94	\$ 3,761.98	\$ 12,539.92
Program Evaluation									
Program Administration							\$ 261,861.18	\$ 112,226.22	\$ 374,087.40
GRAND TOTALS	1,975	1,705	3,680	135,421	123,252	258,673	\$ 797,266.15	\$ 404,192.35	\$ 1,201,458.50

Rider 29 Performance Metrics

At the December 21, 2009 EPI Board meeting, the Board agreed to the following Program objectives. The results contained in this Operating Plan are noted next to each objective in *italics*.

1. Program must be cost effective as defined by the TRC test. *Forecasted TRC of 1.6.*
2. Programs must provide a wide range of consumers with opportunities to improve their efficiency. *Programs include Residential and Business Prescriptive programs, Low/Moderate Income, Home Retrofit, Multi-family, and Custom Commercial.*
3. Programs must provide reliable and trustworthy information to consumers and contractors. *This goal will be achieved through implementation. The operating plan establishes a clearly defined approach that establishes a foundation to achieve the source of trustworthy information goal.*
4. The portfolio of programs must strike a balance between savings from low hanging fruit and market transformation efforts. *Balance between the two has been achieved. Low hanging fruit programs include Multi-family and K-12 education and certain measures in the prescriptive programs. Market transformation efforts include the Home Retrofit Program.*
5. Programs must provide incentives for both efficient technologies and home weatherization. *Prescriptive measures provide incentives for efficient technologies and Low/Moderate Income and Home Retrofit addresses home weatherization.*
6. Coordination where possible with Chicagoland, ComEd and Ameren is preferred (which will occur as implementation contractors are selected and plans are developed). *Coordination has been achieved with Chicagoland by harmonizing the high-volume measures, qualifying efficiency levels, and incentives. Coordination with ComEd has been achieved with the Home Retrofit and Multi-family programs.*